**DiaGoals Interview, Participant 1, 04.04.2024**

So, can you explain your overall experience using DiaGoals during the last week and maybe explain what things did you like and what things you didn't like and why? So, my experience using DiaGoals was, let's say, positive. I probably had the easier experience because I was the first person who ever tested the first version of the application. So, I get probably a few already advantages, you know, like more knowledge about how does it work and also the dynamic of the application, including the goals and also, you know, the visuals as well, yeah.

So, and now it's nice to see that it was placed in, like, not the final version, but the version that can be tested in a free world, let's say. And, yeah, it was an easy experience to use it. And is there some features you like it more or is there something you, like, expect it, like, to be better or, like, otherwise it become better when it were implemented than in prototype? I would say that the gamification, especially the inclusion of badges and the ways to measure your progress are very positive.

It is a way that a person can motivate themselves. So, that sounds a good way to approach diabetes care. I was only not sure about when you have a goal, like, you reach a goal and then there is a message about you are doing better than some percentage of other users.

I'm not, I feel a bit mixed about this concept because, I mean, we were talking about diabetes, so I don't know if I want to be worse or better than anyone, like, I just want to do it well for myself. And, yeah, I also didn't understand because when I saw the message, I didn't understand if I was doing better than the percentage that was written there or if I was among the... So, it was a bit confusing to me. But, yeah, it is probably something that must be checked again, of course.

And then I would say that normally the diabetes care is basically mainly connected to the glucose rates. So, I would say that, of course, there is the CGM applications that help you to get a follow-up, but then also not sure how it would be more relevant. I think it would be much more relevant if you can connect these things together.

So, you mean there could be other goals, for example, taking medicine and tracking your blood sugar? Yeah, I mean, like, let's say one goal that I added myself to the application is to eat a certain amount of carbohydrates in one day, less than this amount. And then I think this would be a great goal because... I mean, I'm not sure because, of course, I am quite far from the age that is originally... Of course, the age is completely different, but I think it's like a goal that for all kinds of diabetes, all kinds of diabetic patients, it's about being on the range. So, I think it's important to address these things like carbohydrate control and also glucose rates during the day and time within the ranges.

And what about like goals itself, for example, do you think it will be good to have some partial goals? For example, let's say you need to keep like your nutrition in some range, but you almost like accomplish this. But like, for example, yeah, there is not like fully, but partially. For example, let's say 99% it was good.

So, do you think this kind of goals also could help like or improve the experience? Definitely, yes. I was about to say this actually, because I think it's a thing that if you don't reach your goal, it looks like you did zero percent, but actually you didn't zero, you probably did 80 or 70. So, yes, that motivates more than saying no goals at all.

Yes, I agree with this, that it's like zero or 100% I think in between. And did you check the list of these gamification elements? So, maybe you can talk about specific features you liked and maybe some you didn't like, but it could be improved somehow. Yes.

So, I'll open the file you are going to share here. So, which one do you prefer? Yeah, you can open the file. Yeah.

So, points system. Yes. So, yeah, the points system is good and also there is the long term and short term.

Probably it's better than ours because maybe ours is, it would be too confusing, let's say. But regarding the weak ones, it would be good to have the system that you just mentioned right now about the partial progress, because sometimes a week can be quite long. So, you may not have the same possibilities to fulfill the same goals every day.

So, if you get a partial, especially for the weak ones. And progress feedback. Yes, this is important to have a feedback about the progress and also with the, I mean, just with the feedback on the amount of people that you went better, that you performed better, then I have mixed feelings.

But yeah, I would say this is positive overall. But do you think it can be improved somehow? So, for example, maybe there should be some filter, for example, how well you sleep or do some activities so you can compare like sleeping habits with other people. So, for example, do other people take breakfast or something like this? Because right now it's like shows overall completion, but maybe there should be some filters or more.

I would say that maybe some people wouldn't like to be compared to the others, but they can compare themselves like with themselves in a previous time of the year and then now and then if they improve their patterns. Or you can say also that people are really connected to the peer-to-peer, can be really connected to the peer-to-peer networks. And then I think in this case, not sure if they would like to know the performance specifically, but if they would have an issue with, let's say, sleeping, they would ask another person in the peer-to-peer community, but not really talking about my performance is better.

But if they compare with themselves, I think it's more, it's a better way, I would say. Like last week I slept a few hours more than this week, so I have to sleep again. And do you think maybe, for example, instead of comparing with others, their goals could be like team best.

So you, for example, with your friends or someone else, so you have a common goal, so you have some, and during, for example, one week you have some challenge with other people to accomplish, so you all contribute to this goal. Not like comparing each other, but like having one common challenge. Yes, I think this would look better in terms of motivation.

It would be more, I mean, you know that you are a person who is important in the equation and then you have to do your part, but then you don't really need to perform better, but then just do your part. And are there any other like features that you want to discuss, like notifications or like statistics page? Maybe there is also some extra information like would be great to have in this statistics page or it was enough? Well, I mean, the statistics page can be, I mean, of course, very informative and then, you know, you have a, it depends on the goals actually. So I mean, it could be very good to have an overview or some people want it more detailed.

So I would say that it's important to have an overview at least. And just checking quickly here. I mean, I basically, but basically the main things I mentioned were there.

Yes, I was just thinking about something, but I'm not really sure right now anymore what I was about to say, but I will try to remember. And for example, notification, do you think they are good and should like users be able to send them or it should be like managed by the application itself? And how often do you think it's good to send these notifications? Well, I mean, it's something that probably users want to customize. Yeah.

So different levels of customization. But yeah, if you have like a, as a starting point, a neutral one, like, like let's say three levels of notification, one is as little as possible. And the other one is like every single thing you do, you have a notification and then a something in between.

I would say that I personally, I don't like too many notifications, but I know that people may want to have as many as possible. There can be like a notification, like for example, what's sent like before some activity, like let's say breakfast. So you get this that you have to take breakfast.

But sometimes, for example, if a user for like people forget to take a breakfast, maybe there should be some other notification. What do you like? For example, if a person really forgot to take a breakfast or to do something, especially for example, if taking medicine, I know that all people that have problems with this, that they forget to take medicine. So, and they might not notice the first notification or ignore it.

But then the application sees that you didn't take medicine. So maybe there should be also like other kinds of notification. What do you think? I mean, if the notification works as a as a reminder.

So let's say if people want to ignore them, like they will ignore a few times, like if they have a second notification, it will be better than the first one. So it can be many, many scenarios, I would say. For example, if you have some goal, for example, like let's say breakfast, you kind of, and for example, you have like breakfast goal and like waking up early.

So if you have notification for waking up early, you will more likely have a breakfast. So you don't need also for this notification. So you can turn on for specific goals, notification and keep it on for other goals.

So you don't need for every goal. Or for example, if you have weekly goal, so you don't need to get like everyday like notification about like weekly goals. But maybe it doesn't even make sense.

Yeah, I think so. Because let's say in my case, I would say I don't have breakfast normally. So it wouldn't make sense to have this notification.

So I would like to turn it off, as you said. And I would say like, if you get every day an overview of the goals that you have, and then that should be the minimum. And then if you choose to have more, and then you can have more.

And what about this, like when you first like start using the application, there is some kind of mini tutorial, which explains what you should do. Do you think it should like have more information? For example, explain like how to mark goals, not only how to set goals, because right now it only teaches you how to set goals, but also like how to mark them like done or how to read this completion rate graph. And what like, as you told this comparison text means like, because some people might not understand what this graph means.

So do you think that it should be explained during this tutorial? Well, I mean, in my experience, I think I didn't really need the tutorial because it was kind of intuitive. So I would say that it is only a few things that maybe need to be redesigned a little bit. I mean, not sure if it's, I mean, of course, it's a test application anyway.

So, but I would say that it is a bit difficult to understand this, the setting of goals, and then you choose, this is a daily goal. And then you thought maybe, if this is a daily goal, how do I make sure that it will be there every time, every day, it will be the same again, instead of adding a new day, you need to add it again, or you want to add it only for one specific day. So that was a bit difficult to understand that.

And what do you think if users start using this, for example, for a long period, let's say like one month, do you feel it kind of creates some habit or it's otherwise people with time will stop using it? What do you think? Well, it depends on the relevance. Yeah. So if you have a relevance, like if there is something that the people really need to follow up, or if they say, okay, I use for one week and then I improve a little bit and then I, I think it's, it's okay right now.

So I don't need it anymore. It depends. So, yeah, it depends on the relevance.

Like, let's say you have the goals there. I would say that the goals could be more, could be more like, addressed to the real diabetes, as I said in the beginning, otherwise it's going to be too general. I would say, because it's, it's going to be something that you, you can do it in other ways.

So if it's more directed to diabetes care, I would say that it would be more relevant to the diabetes patients. Mm-hmm. And what about these badges? Do you think they are like good enough or they are too easy or they're like repetitive? For example, like set this three goals, set this three goals, set this.

So maybe they are not so engaging anymore after sometime or what do you think? Or maybe there should be some hidden like achievements or user doesn't know about this, but you still can get it somehow. I think, I think some, sometimes the badges seem too easy to reach. So I would say that they should, should appear only after you, you really reached some relevant goals.

And I was curious about the, how, how do you earn a badge if you reach one goal based on your own goal created? Yeah, because when you create own goal, it still belongs to some category and it's counted per category, not per some specific goal. But if you have like sleeping goals, so even if you have some custom sleeping goal, it will still count like a sleeping goal. So categories are fixed.

You can't add new categories because yeah, that's true. When you have a lot of custom thing, it's impossible to do statistics or any analytics or this kind of badge thing. Yeah.

Because, because application doesn't know what you're really doing. So yeah, it can decrease the experience if you allow users to do and set everything they want. Yeah.

So, so I would say that in this, in this case, probably the, before the final version is released, probably the goal should be reorganized in a way that they are more relevant, as I said, like in a, in a way that the diabetic person will be more connected to the goals and instead of looking too, too open right now. Yeah. And then I don't know if you maybe have some also feedback on our suggestions, how not only about the gamification, but overall what could be improved in the, maybe loading speed or some design aspects or anything.

Yeah. I just went quickly accessing that again, so just to make sure too. So let me check.

And how, and how, how is it going to be like a, the ways to see the overview, like there is a graphic of completion rate. And is there like a, another planning to add something else, like an overview? Because I think it's, it's interesting to have a graph, but then I think it's like, seems that it has more potential of, of other, other things to, to be. Or maybe to add some filters for graph.

For example, you can filter what this graph show some, for example, like tab buttons. So you can check or yeah. Or you can also like if you have friends to, and to check on your friend, friend activity, or also have some common challenges, common goals.

So you don't compare and you don't know who contributed how much, but you only have some kind of common like completion rate for the, for the some, let's say weekly challenge or monthly challenge. And as I said, like the, if you have like a goal shared with your friends, so how is it going to be the connection between these, these people? Because I think it's a, it's interesting part of the, this that, that you, that you propose, but then at the same time, I'm curious to understand. For example, let's say you, you, everyone can have like some bicycle ride activity and you have to write in one week, like a specific number of kilometers, like let's say like thousand kilometers.

And it doesn't matter who will drive more. You all like contribute. For example, one person will drive like 400 and other will drive 600 and together you will get this, this basically some, let's say badge that you, or something like some reward that you accomplished this goal.

So I think something like this. Okay. Yeah.

I mean, I'm just saying that how they are going to be connected, the people will be connected, like. Yeah. You will, you will see, for example, you can join, for example, challenge.

So there will be like challenges, like page and you can join different challenges with other people and then together, like accomplish this. Yeah. But yeah, I think the, the design can be like a brainstorm.

It's like, but yeah, I think that some application they have this functionality. Yeah. So this can also be added, I think.

Yeah. I mean, in this case, I think it's more interesting if you, if you join both the challenge because, and also if, if there is a challenge of a bicycle, then if possible, it should be measured with the geolocation. Otherwise it would be easy to write whatever.

And just one, one addition that I, I see this, this application that they are doing quite similar. I don't know if you know it, it's a application for beer consumption called untapped. It's quite similar, I would say.

And it's very, very nice to use. I mean, I like it a lot. And if you, if you get some, some, if you get something from there, probably you can, you can already see the things that you are using.

I can see there as well. And then could be a good, good reference. I don't know if you do know it.

Yeah, I don't, but I will check it. So thank you. And did you even like, for example, the self-management, did you try some other like application before it's the first time you try to set goals or you were using some other like applications before? I only used two applications that are not really with the same goal that you are proposing.

One is called snack, which is a application that you can take a picture of your food and then it recognizes, and then it tells you the amount of carbohydrates that you are injecting, that you are intaking. And the second one is the application of the CGM that follows. I mean, but it's, it's the CGM system, but just in the cell phone.

So, so they, it is self-management as well, but basically it's not really different from, from the CGM system. It's just the CGM system in the, in the mobile. And also as you told, like we can have this partial like completion goal.

So you partially complete and also maybe some possibility to mark the goal, like done, for example, not only for today, but for example, next day, because for example, if you come back home, like late, like after midnight, you're not, it's not possible to mark a goal as done anymore. So maybe you can, and even if you miss day, you can still next day can mark the goal as done. What do you think? Sure.

Yeah. I, I do agree with it because, you know, if you, if you forget for some reason and then you, you have, have it done, but then you, okay, just because you forgot the time and then you cannot mark as completed. So probably, probably it's a good idea, but maybe, of course, I don't know how, for how long you could still, like one week, I don't know, one week seems too much.

Yeah. Yeah. Okay.

Then I think it's our time is coming to the end. So yeah. Thank you for this huge feedback.

So I think it will be really great contribution to the project and my work. So, and yeah, the next step I will analyze and do interview with other people. And I think some of this will be common, like for everyone, like this partial completion, completion, because I think a lot of users want this.

And yeah, so it was really nice to talk to you and have you in as a tester of the idea of both. So yeah, it was really nice feedback and interview and contribution. So thank you.

Yeah. Yeah. So yeah, thank you for having me.

I, I am really, yeah, it's a good thing that you, you and the Tallinn University team developed this thing to improve the quality of life. And this is really appreciated and necessary. And yes, it's a pleasure that I can help somehow and let me know if you need something else.

I am always open to contribute more. Yeah. Yeah.

We will keep in touch. Yeah.